

Property Development Technician

Dept: Planning and Zoning

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate technical work receiving and processing permit applications, preparing and maintaining associated records and files, and related work as apparent or assigned. Work is performed under the limited supervision of the Planning and Zoning Director.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

- Assists citizens, contractors and developers in reviewing and obtaining the necessary applications or permits needed for their land use request.
- Issues permits based on county, local and state regulations, rules and ordinances.
- Monitors and addresses citizen inquiries.
- Assists with department administrative support tasks such as data entry and creating correspondence.
- Assists with processing payments.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

Knowledge, Skills and Abilities

Thorough knowledge of permit processing; thorough knowledge of permit software programs and associated hardware and software; general knowledge of standard office methods and procedures; general knowledge of departmental programs, policies and procedures; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to communicate effectively, both orally and in person; ability to perform a considerable volume of detailed record work; ability to type accurately at a reasonable rate of speed; ability to establish and maintain effective working relationships with associates and the general public.

Education and Experience

High school diploma or GED with coursework in business, finance, accounting, or related field and three to five years experience working in customer service, or equivalent combination of education and experience. Associates/Technical degree preferred.

Physical Requirements

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires sitting and reaching with hands and arms and occasionally requires standing and walking; work requires close vision, distance vision, ability to adjust focus and color perception; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, using of measuring devices, operating machines and observing general

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surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

North Carolina permitting personnel organization preferred.

Competencies

Business Ethics: Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values

Communications: Expresses ideas and thoughts verbally; Expresses ideas and thoughts in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects & uses appropriate communication methods

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Meets commitments; Responds promptly to customer needs; Solicits customer feedback to improve service

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Relationship Building: Builds rapport up, down, and across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and tolerates diverse viewpoints

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed

I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

Employee Name (Printed)

Employee Signature

Manager Name (Printed)

Manager Signature

Date